UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/688,426	10/16/2003	Masahiro Mutsuno	CFA 00031 US	2226

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Canon U.S.A. Inc.	VU, KIEU D	
Intellectual Property Department		
15975 Alton Parkway	ART UNIT	PAPER NUMBER
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SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	02/22/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

	Application No.	Applicant(s)
Office Action Summary	10/688,426	MUTSUNO ET AL.
	Examiner	Art Unit
	Kieu D. Vu	2173

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>16 October 2003</u>.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-34</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-34</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☒ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☒ All   b)☐ Some * c)☐ None of:

        1.☒ Certified copies of the priority documents have been received.

        2.☐ Certified copies of the priority documents have been received in Application No. _____.

        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☒ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

DETAILED ACTION

Specification

1.   The title of the invention is not descriptive. A new title is required that is clearly

indicative of the invention to which the claims are directed.

Claim Rejections - 35 USC § 101

2.   35 U.S.C. 101 reads as follows:

> Whoever invents or discovers any new and useful process, machine, manufacture, or composition of
> matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the
> conditions and requirements of this title.

3.   Claim 35 is rejected under 35 U.S.C. 101 because the claim recites "A program"

per se and does not positively recite that the program is stored on a medium that can be

read by a machine. As such, the claimed invention is not directed to a machine readable

medium or a manufacturer article.

DETAILED ACTION

Claim Rejections - 35 USC § 102

3.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –

> (b) the invention was patented or described in a printed publication in this or a foreign country or in public
> use or on sale in this country, more than one year prior to the date of application for patent in the United
> States.

4.   Claims 1-4, 18-21, 35-36, 17 which depends on any one of claims 1-4, and 34

which depends on any one of claims 18-21, are rejected under 35 U.S.C. 102(b) as

being anticipated by Mori (US 5,513, 308).

Regarding claim 1, Mori teaches an information processing device included in an

information processing apparatus and outputting guidance information for an operation

performed for the information processing apparatus by a user (operation guide on how

to execute a required operation, col. 2, lines 21-41, lines 62-65), the information

processing device comprising: history information storing means for storing operation

history information unique to the user (holding the proficiency level of each user to each

operation, line 66 of col. 2 to line 2 of col. 3); operation identification means for

identifying the type of operation performed by the user (col. 3, lines 1-2); guidance

information storing means for storing at least one piece of guidance information on the

operation (help documentations, col. 3, lines 2-4); selection means for selecting

appropriate guidance information from the guidance information storing means on the

basis of the operation history information on the operation unique to the user (help

presentation is selected based on the proficiency level of the user for the operation,

col. 3, lines 6-10) and output means for outputting the selected guidance information

(help documentation is displayed at the display unit, col. 2, lines 40-41).

Regarding claim 2, Mori teaches an information processing device according to

claim 1, further comprising determination means for determining the degree of the

user's knowledge about the operation on the basis of the operation history information

on the user (the proficiency level of each user to each operation, line 66 of col. 2 to line

2 of col. 3), wherein the selection means selects appropriate guidance information from

the guidance information storing means on the basis of the results determined by the

determination means (help presentation is selected based on the proficiency level of the user for the operation, col. 3, lines 6-10).

Regarding claim 3, Mori teaches an information processing device according to claim 1, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user (col. 12, lines 1-8).

Regarding claim 4, Mori teaches an information processing device according to claim 2, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user (counting a frequency which indicates how many times the operator has executed each operation at the information processing device before, col. 3, lines 26-29).

Regarding claim 18, Mori teaches an information processing method for outputting guidance information for an operation performed for an information processing apparatus by a user (operation guide on how to execute a required operation, col. 2, lines 21-41, lines 62-65), the information processing method comprising: an operation identification step of identifying the type of operation performed by the user (col. 3, lines 1-2); a selection step of selecting appropriate guidance information from a guidance information storing unit that stores at least one piece of guidance information on the operation on the basis of operation history information on the operation unique to the user (help presentation is selected based on the proficiency level of the user for the operation, col. 3, lines 6-10); and an output

step of outputting the selected guidance information (help documentation is displayed at the display unit, col. 2, lines 40-41).

Regarding claim 19, Mori teaches an information processing method according to claim 18, further comprising a determination step of determining the degree of the user's knowledge about the operation on the basis of the operation history information on the user (the proficiency level of each user to each operation, line 66 of col. 2 to line 2 of col. 3), wherein in the selection step, appropriate guidance information is selected from the guidance information storing unit on the basis of the results determined by the determination step (help presentation is selected based on the proficiency level of the user for the operation, col. 3, lines 6-10).

Regarding claim 20, Mori teaches an information processing method according to claim 18, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user (col. 12, lines 1-8).

Regarding claim 21, Mori teaches an information processing method according to claim 19, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user (counting a frequency which indicates how many times the operator has executed each operation at the information processing device before, col. 3, lines 26-29).

Claims 35-36 are rejected on the same rationale applied to claim 1.

Regarding claim 17, which depends on one of claims 1 to 4, Mori teaches

outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10,

lines 3-4).

Regarding claim 34, which depends on one of claims 18 to 21, Mori teaches

outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10,

lines 3-4).

Claim Rejections - 35 USC § 103

5.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

4.   Claims 7-16, 24-33, 17 which depends on any one of claims 1-16, and 34 which

depends on any one of claims 24-33 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Mori and Asch et al (hereinafter "Asch", US 2001/0033294).

Regarding claim 7, Mori teaches an information processing device included in an

information processing apparatus and outputting guidance information for an operation

performed for the information processing apparatus by a user (operation guide on how

to execute a required operation, col. 2, lines 21-41, lines 62-65), the information

processing device comprising: history information storing means for storing operation

history information unique to the user (holding the proficiency level of each user to each

operation, line 66 of col. 2 to line 2 of col. 3); operation identification means for

identifying the type of operation performed by the user (col. 3, lines 1-2); guidance

information storing means for storing at least one piece of guidance information on the

operation (help documentations, col. 3, lines 2-4); selection means for selecting

appropriate guidance information from the guidance information storing means on the

basis of the operation history information on the operation unique to the user (help

presentation is selected based on the proficiency level of the user for the operation,

col. 3, lines 6-10) and output means for outputting the selected guidance information

(help documentation is displayed at the display unit, col. 2, lines 40-41).

Mori does not teach that the operation is troubleshooting operation. In the same

field of tracking user operation and providing assistance, Asch teaches a help system

for tracking and recording all operations (movements) of a particular user, which

includes operation on troubleshooting a problem (see [0031], [0033], [0046]).

It would have been obvious to one of ordinary skill in the art, having the teaching

of Mori and Asch before him at the time the invention was made, to modify the dynamic

help interface taught by Mori to include monitoring troubleshooting operation taught by

Asch with the motivation being to provide a complete and efficient help interface.

Regarding claim 8, Mori, as modified by Asch, teaches an information processing

device according to claim 7, further comprising determination means for determining

the degree of the user's knowledge about the troubleshooting on the basis of the

trouble history information on the user, wherein the selection means selects

appropriate guidance information from the guidance information storing means on the

basis of the results determined by the determination means (Mori, the proficiency level

of each user to each operation, line 66 of col. 2 to line 2 of col. 3) (Mori, help

presentation is selected based on the proficiency level of the user for the operation,

col. 3, lines 6-10) (Asch, step taken by the user to solve the problem, [0033]).

Regarding claim 9, Mori, as modified by Asch, teaches an information processing

device according to claim 7, wherein the trouble history information comprises at least

one of the number of times each user has experienced each kind of trouble during the

use of the information processing apparatus and/or the frequency of experience of

each kind of trouble by each user (Mori, col. 12, lines 1-8) (Asch, [0033]).

Regarding claim 10, Mori, as modified by Asch, teaches an information

processing device according to claim 8, wherein the trouble history information

comprises at least one of the number of times each user has experienced each kind of

trouble during the use of the information processing apparatus and/or the frequency of

experience of each kind of trouble by each user (Mori, counting a frequency which

indicates how many times the operator has executed each operation at the information

processing device before, col. 3, lines 26-29) (Asch, [0033]).

Regarding claim 24, Mori teaches an information processing method for

outputting guidance information for an operation performed for an information

processing apparatus by a user (operation guide on how to execute a required

operation, col. 2, lines 21-41, lines 62-65), the information processing method

comprising: an operation identification step of identifying the type of operation

performed by the user (col. 3, lines 1-2); a selection step of selecting appropriate

guidance information from a guidance information storing unit that stores at least one

piece of guidance information on the operation on the basis of operation history

information on the operation unique to the user (help presentation is selected based on

the proficiency level of the user for the operation, col. 3, lines 6-10); and an output

step of outputting the selected guidance information (help documentation is displayed

at the display unit, col. 2, lines 40-41).

Mori does not teach that the operation is troubleshooting operation. In the same

field of tracking user operation and providing assistance, Asch teaches a help system

for tracking and recording all operations (movements) of a particular user, which

includes operation on troubleshooting a problem (see [0031], [0033], [0046]).

It would have been obvious to one of ordinary skill in the art, having the teaching

of Mori and Asch before him at the time the invention was made, to modify the dynamic

help interface taught by Mori to include monitoring troubleshooting operation taught by

Asch with the motivation being to provide a complete and efficient help interface.

Claims 25 and 31 are rejected on the same rationale applied in claim 8.

Claim 26 is rejected on the same rationale applied in claim 9.

Claim 27 is rejected on the same rationale applied in claim 10.

Regarding claim 13, Mori teaches an information processing device included in

an information processing apparatus and outputting guidance information for an

operation performed for the information processing apparatus by a user (operation

guide on how to execute a required operation, col. 2, lines 21-41, lines 62-65), the

information processing device comprising: history information storing means for

storing operation history information unique to the user (holding the proficiency level of

each user to each operation, line 66 of col. 2 to line 2 of col. 3); identification means

for identifying the type of operation performed by the user (col. 3, lines 1-2); guidance

information storing means for storing at least one piece of guidance information on the

operation (help documentations, col. 3, lines 2-4); selection means for selecting

appropriate guidance information from the guidance information storing means on the

basis of the operation history information on the operation unique to the user (help

presentation is selected based on the proficiency level of the user for the operation,

col. 3, lines 6-10); and output means for outputting the selected guidance information

(help documentation is displayed at the display unit, col. 2, lines 40-41).

Mori does not teach that the operation is troubleshooting operation. In the same

field of tracking user operation and providing assistance, Asch teaches a help system

for tracking and recording all operations (movements) of a particular user, which

includes operation on troubleshooting a problem (see [0031], [0033], [0046]).

It would have been obvious to one of ordinary skill in the art, having the teaching

of Mori and Asch before him at the time the invention was made, to modify the dynamic

help interface taught by Mori to include monitoring troubleshooting operation taught by

Asch with the motivation being to provide a complete and efficient help interface.

Regarding claim 14, Mori, as modified by Asch, teaches an information

processing device according to claim 13, further comprising determination means for

determining the degree of the user's knowledge about the operation on the basis of the

operation history information on the user or for determining the degree of the user's

knowledge about the troubleshooting on the basis of the trouble history information on

the user, wherein the selection means selects appropriate guidance information from

the guidance information storing means on the basis of the results determined by the

determination means (Mori, the proficiency level of each user to each operation, line 66

of col. 2 to line 2 of col. 3) (Mori, help presentation is selected based on the proficiency

level of the user for the operation, col. 3, lines 6-10) (Asch, step taken by the user to

solve the problem, [0033]).

Regarding claims 15-16, Mori, as modified by Asch, teaches the

guidance information for the troubleshooting is output in preference to the

guidance information for the operation (Mori, help documentation is displayed at the

display unit, col. 2, lines 40-41) (Asch, [0033]).

Regarding claim 30, Mori teaches an information processing method for

outputting guidance information for an operation performed for an information

processing apparatus by a user (operation guide on how to execute a required

operation, col. 2, lines 21-41, lines 62-65), the information processing method

comprising: an identification step of identifying the type of operation performed by the

user (col. 3, lines 1-2); a selection step of selecting appropriate guidance information

from a guidance information storing unit that stores at least one piece of guidance

information on the operation on the basis of operation history information on the

operation unique to the user (help presentation is selected based on the proficiency

level of the user for the operation, col. 3, lines 6-10); and an output step of outputting

the selected guidance information (help documentation is displayed at the display unit,

col. 2, lines 40-41).

Mori does not teach that the operation is troubleshooting operation. In the same

field of tracking user operation and providing assistance, Asch teaches a help system

for tracking and recording all operations (movements) of a particular user, which

includes operation on troubleshooting a problem (see [0031], [0033], [0046]).

It would have been obvious to one of ordinary skill in the art, having the teaching

of Mori and Asch before him at the time the invention was made, to modify the dynamic

help interface taught by Mori to include monitoring troubleshooting operation taught by

Asch with the motivation being to provide a complete and efficient help interface.

Claims 32-33 are rejected on the same rationale applied to claims 15-16.

Regarding claims 11 and 28, Mori, as modified by Asch, teaches the guidance

information storing means stores detailed guidance information and simple guidance

information for a single kind of trouble (Mori, corresponding to the known and unknown

levels, col. 3, lines 4-10, col. 8, lines 36-44 and 53-56) and further teaches counting the

frequency and compare the counted frequency to a threshold number N to determine

level of competency and select guidance information accordingly (Mori, col. 8, lines 46-

62) (Asch, [0031], [0033], [0046]). The combination of Mori and Asch does not explicitly

teach that when the number of times the user has experienced the trouble is small

or when the number of times the user has experienced the trouble is large but

the frequency of the experience is low, the selection means selects the

detailed guidance information, and wherein, when the number of times the user

has experienced the trouble is large and the frequency of the experience is

high, the selection means selects the simple guidance information. It would have been

obvious to one of ordinary skill in the art, having the teaching of Mori and Asch before

him at the time the invention was made, to modify the dynamic help interface for

troubleshooting taught by Mori and Asch such that when the number of times the user

has performed the operation is small or when the number of times the user has

performed the operation is large but the frequency of the operation is low, the selection

means selects the detailed guidance information, and wherein, when the number of

times the user has performed the operation is large and the frequency of the operation

is high, the selection means selects the simple guidance information monitoring

troubleshooting operation with the motivation being to provide a complete and efficient

help interface.

Regarding claims 12 and 29, Mori, as modified by Asch, teaches when the

number of times the user has experienced the trouble is large and the frequency of the

operation is high (see col. 8, lines 36-62), the selection means selects guidance

information corresponding to "known" level of competency (Mori, see col. 8, lines 36-62)

(Asch, [0031], [0033], [0046). The combination of Mori and Asch does not teach that the

output means does not output any guidance information. It would have been obvious to

one of ordinary skill in the art, having the teaching of Mori and Asch before him at the

time the invention was made, to modify the dynamic help interface taught by Mori and

Asch to have a situation when the determination of known level of competency results in

no guidance is outputted with the motivation being to enhance the dynamics of the interface.

Regarding claim 17 which depends on one of claims 7 to 16, Mori teaches outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10, lines 3-4).

Regarding claim 34 which depends on one of claims 24 to 33, Mori teaches outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10, lines 3-4).

5.   Claims 5-6, 22-23, 17 which depends on either 5 or 6, and 34 which depends either 22 or 23, are rejected under 35 U.S.C. 103(a) as being unpatentable over Mori.

Regarding claims 5 and 22, Mori teaches the guidance information storing means stores detailed guidance information and simple guidance information for a single operation (corresponding to the known and unknown levels, col. 3, lines 4-10, col. 8, lines 36-44 and 53-56). Mori further teaches counting the frequency and compare the counted frequency to a threshold number N to determine level of competency and select guidance information accordingly (col. 8, lines 46-62). Mori does not explicitly teach that when the number of times the user has performed the operation is small or when the number of times the user has performed the operation is large but the frequency of the operation is low, the selection means selects the detailed guidance information, and wherein, when the number of times the user has performed the operation is large and the frequency of the operation is high, the selection means selects the simple guidance information. It would have been It would have been

obvious to one of ordinary skill in the art, having the teaching of Mori before him at the

time the invention was made, to modify the dynamic help interface taught by Mori such

that when the number of times the user has performed the operation is small or when

the number of times the user has performed the operation is large but the frequency of

the operation is low, the selection means selects the detailed guidance information,

and wherein, when the number of times the user has performed the operation is large

and the frequency of the operation is high, the selection means selects the simple

guidance information monitoring troubleshooting operation with the motivation being to

provide a complete and efficient help interface.

Regarding claims 6 and 23, Mori teaches when the number of times the user has

performed the operation is large and the frequency of the operation is high (see col. 8,

lines 36-62), the selection means selects guidance information corresponding to

"known" level of competency. Mori does not teach that the output means does not

output any guidance information. It would have been obvious to one of ordinary skill in

the art, having the teaching of Mori before him at the time the invention was made, to

modify the dynamic help interface taught by Mori to have a situation when the

determination of known level of competency results in no guidance is outputted with the

motivation being to enhance the dynamics of the interface.

Regarding claim 17 which depends on one of claims 5 to 6, Mori teaches

outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10,

lines 3-4).

Regarding claim 34 which depends on one of claims 22 to 23, Mori teaches outputting the guidance information by voice (line 67 of col. 7 to line 1 of col. 8, col. 10, lines 3-4).

6.   The prior art made of record on form PTO-892 and not relied upon is considered pertinent to applicant's disclosure. Applicant is required under 37 C.F.R. 1.111(c) to consider these references fully when responding to this action. The documents cited therein teach dynamic help system which relates to the claimed invention.

7.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kieu D. Vu. The examiner can normally be reached on Mon - Thu from 7:00AM to 3:00PM at 571-272-4057.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cabeca, can be reached at 571-272-4048.

The fax phone numbers for the organization where this application or proceeding is assigned are as follows:

571-273-8300

and / or:

571-273-4057 (use this FAX #, only after approval by Examiner, for "INFORMAL" or "DRAFT" communication. Examiners may request that a formal paper / amendment be faxed directly to them on occasions).

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Kieu D. Vu

Primary Examiner